



WINSTON-SALEM TRANSIT AUTHORITY BOARD OF DIRECTORS' MEETING

MINUTES
for
THURSDAY; AUGUST 28, 2025

PRESENT:

WSTA BOARD MEMBERS

Keith King, Chairperson
Jeanette Lawson-Jackson, Vice-Chairperson
Willie Clark, Jr.
Dr. Sarah Morath
Latonya Wright

CITY STAFF

Jeff Fansler, Director of DOT
Kelly Garvin, Assistant Director of DOT
Tia Ramsey, Financial Manager for DOT
David Torres, Transit Contract Manager for DOT
Maddie Burgiss, Transportation Planner for DOT

WSTA/RATP DEV, USA STAFF

Bruce Adams, General Manager RATP Dev, USA
Michael Rosson, Assist. General Manager of
Operation, RATP Dev, USA
Reggie Arrington, Assist. General Manager of
Maintenance, RATP Dev, USA

Levine Hedgepeth, Assist. General Manager of
Safety, RATP Dev, USA
Brandie Peterson, Director of Marketing and
Community Engagement, RATP Dev, USA
Lisa Sides, Assistant Operations Manager, RATP
Dev, USA
Andrea Ingram, HR Generalist, RATP Dev, USA
Jackie Settle, Customer Service Manager, RATP
Dev, USA
Tikiha Alston, ADA Eligibility Manager, RATP Dev,
USA
Teika Holloway, Administrative Assistant, RATP
Dev, USA
Myra Stafford, Facilities Supervisor, RATP Dev,
USA
Zavia Halliday, HR Recruiter, RATP Dev, USA

OTHER ATTENDEES

NONE

Meeting Opened: 4:06 pm

Chairperson Keith King called July 31, 2025, Winston-Salem Transit Authority (WSTA) Board Meeting to order.

Safety Message (Jeanette Lawson-Jackson, Vice-Chairperson): Vice-Chair Lawson-Jackson said since schools are back in session, she is sure most have noticed the long car lines. She reminded everyone there are no crossing guards to assist with traffic and students getting to and from cars. Be patient if you find yourself caught up in traffic. We want our children safe, including the car riders.

Public Comment (limited to two minutes per speaker):

There were no public commenters present.



Action Items:

Approval of July 31, 2025 WSTA Board Meeting Minutes:

Chairman King allowed time for Board members to review the minutes from the July 31, 2025 WSTA Board meeting minutes. Prior to him doing so, Ms. Teika Holloway stated she just noticed two attendees' names were left off as being present. She said this would be correct this.

After this minor correction, Ms. Sarah Morath made a move to approve the July 31, 2025 WSTA Board Meeting Minutes. Vice-Chair Lawson-Jackson made a second move.

Chairman King initiated a short vote. Following that vote, the minutes for the July 31, 2025 WSTA Board Meeting were approved.

Resolution Authorizing a Contract with Forsyth County Department of Socia Services (DSS) for Non-Emergency Medical Transportation (NEMT):

Ms. Tia Ramsey greeted the members of the Board and the meeting attendees and introduced herself.

She stated this item is being brought before the Board is an annual agreement between the WSTA and the Forsyth County DSS for the provision of NEMT. It allows WSTA to provide essential medical related trips to Medicaid recipients. These trips ensure that communities that may not have access to reliable transportation are able to attend doctor appointments, dialysis treatments and other critical medical care. The contract starts July 1, 2025 and ends June 30, 2026. The contract outlines the responsibilities of both parties. The Board's approval will allow WSTA to continue to provide this service to the community.

Chairman-King asked how WSTA is notified of the passenger needing a ride. Ms. Brandie Peterson answered saying the client contacts WSTA directly regarding the program just like our clients do. Their trip is scheduled according to availability and is billed on the backend once the invoice is turned in.

Chairman King asked if there was a motion to approve the resolution. Ms. Latonya Wright made a move. Vice-Chair Jeanette Lawson-Jackson made the second move.

Following a short vote, the Resolution Authorizing a Contract with the Forsyth County DSS for NEMT was approved by the WSTA Board.

Resolution Authorizing a Contract with Forsyth County DSS for Bus Passes:

Ms. Tia Ramsey stated this resolution is also for an annual contract between WSTA and the Forsyth County DSS. This resolution is for the provision of bus pass sales. It allows Forsyth County DSS to purchase thirty-day/monthly Fixed Route bus passes for \$15 per pass instead of



the regular \$30 rate. Forsyth County DSS also purchases one-ride and ten-ride passes at the established rates of \$1 per one-ride pass and \$10 per ten-ride pass.

The passes are then distributed throughout the county to eligible individuals who need assistance with transportation to access jobs, medical care and other essential services to residents who may otherwise face barriers to mobility. This contract is for the same duration as the one for NEMT.

Ms. Ramsey respectfully requested the approval of the resolution.

Board Member Ms. Latona Wright made a move to authorize the Resolution Authorizing a Contract with Forsyth County DSS for the Provision of Bus Pass Sales.

Following a short vote, the Winston-Salem Transit Authority’s Board approved the Resolution Authorizing a Contract with Forsyth County DSS for Bus Passes.

Resolution Approving the Winston-Salem Transit Authority’s (WSTA) Public Transportation Agency Safety Plan (PTASP):

Ms. Kelly Garvin told the Board the document they have before them is required by the Federal Transit Administration (FTA). The plan must be routinely updated if there are any changes or changes in federal legislation.

WSTA is required to provide information to the FTA on how it assesses, mitigates, and monitors the safety risk associated with assaults on transit workers. WSTA will use the procedures contained in the PTASP to continue to improve safety and security of their operations and services. This item was brought before the Board earlier this year as an information item. Some changes were made to the wording and some improvements.

Vice-Chairperson Jeanette Lawson-Jackson moved to approve the Resolution Approving the Winston-Salem Transit Authority’s (WSTA) Public Transportation Agency Safety Plan (PTASP). Board Member Ms. Latonya Wright made the second move.

Following a short vote, the Resolution Approving the Winston-Salem Transit Authority’s (WSTA) Public Transportation Agency Safety Plan (PTASP) was approved.

Chairman King asked Mr. Bruce Adams if there were any updates he wanted to mention before the meeting was adjourned.

Mr. Adams said the go date for the Fixed Route modifications is September 7th. Everything is geared toward making this happen. Ms. Brandie Peterson has been diligently working on the maps. He said he will allow her to give an update on maps and other things she is working on in preparation for September 7th.

Mr. King inquired about the public meeting that was held at the main branch public library last month. He specifically wanted to know what kind of feedback was received. Ms. Peterson said they did receive some valuable feedback, and some good conversations were had with individuals, but the



meeting was geared toward the future of what direction public transportation is moving toward. Much of the meeting was us asking for suggestions for development centers such as apartment complexes and housing as it combines with transit, that they think would be a good place for bus routes.

Mrs. Garvin said the Board will be receiving an email from herself or Ms. Holloway soon regarding additional comments on that planning process that DOT is undergoing.

Mrs. Garvin also added as in information item fare-capping. She said she would bring this to the Board at some point. Fare-capping, for example, is if the fare-cap is set for two dollars, once the two-dollar mark is reached the remainder of your rides are free for the rest of that day. This is easier than using transfers due to the abuse of use. It is also better when Umo is fully launched. This is another project that DOT is working on. You will still be able to purchase a one-dollar pass; it is not going away. Ms. Wright asked will the seniors still receive a discount. Mrs. Garvin said yes, they will receive their discount.

Ms. Peterson said the Board's assistance will be needed when the time comes to train for Umo. Suggestions will be needed for training locations in the communities such as neighborhood associations, community homes, anywhere advanced training can be done if needed prior to January. Boston Thurmond was suggested and Ms. Peterson asked for all suggestions to be emailed to her.

The meeting adjourned: 4:23 p.m.

Transcribed by: Teika Holloway

September 2025